EzyTalk FAQ

EzyTalk

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1. Why can't I Pair with my phone?

- Please check car kit is correctly plugged into cigarette lighter jack and the engine starts. If you hear "do do", it means EZYTALK is powered on.
- Please check whether there are too many paired devices in your cell phone. Some Bluetooth cell phones cannot pair the EZYTALK if the paired devices are over the limited quantity. Please delete those you don't use.
- If somebody nearby is in pairing mode with another EZYTALK car kit, it is possible that their cell phone connects to your car kit first. You can repeat pairing procedures to make EZYTALK work with your cell phone.
- Please turn off the cell phone and repeat pairing procedures.

2. Why will my EzyTalk not connect when turned on?

- Make sure you are paired correctly.
- As newer phones are like mini-computers they may become corrupt and you may need to reset them every so often (once a week is good). Simply switch off your phone remove the battery for a few seconds, replace and reboot. EzyTalk should now connect. If not, remove existing pairing and re-pair.

3. Why does EZYTALK not function?

- Make sure EZYTALK is fixed firmly in the cigarette lighter jack properly.
- Make sure the 12V cigarette lighter jack is working properly.
- Check whether there is 12 volts power to your Cigarette lighter by trying to heat the Lighter plunger in the socket.
- Check that the sockets terminals are not worn or covered in dirt or dust.
- Check that the cell phone is on and Bluetooth function is open.
- Please make sure EZYTALK and cell phone are paired and linked. You can check the link symbol in your cell phone.

4. Why can't I hear the sound from car kit?

Please make sure EZYTALK and cell phone are linked. You can check the link symbol in your cell phone.

- Make sure EZYTALK is powered on and the blue light is flashing.
- Make sure the communication distance between car kit and cell phone is within 3 meters.
- Using a Bluetooth headset and a Bluetooth car kit paired at the same time the EZYTALK cannot not link with your cell phone if the Bluetooth headset is still actively connected with your cell phone.

5. I cannot hear the voices clearly or there are noises during conversation, what can I do?

Please check cell phone signal level. If the level is low, it could cause noise and could not be heard clearly.

- Make sure the communication distance is within 3 meters.
- If both conversation sides are in a very noisy environment, such as fair ground, disco or pub, it could cause noise.
- As cell phones power may vary in a different status, please keep the cell phone and car kit distance more than 30 cm to avoid interference.
- A roaming call could cause noise during conversation.
- When you try to adjust car kit position or MICROPHONE tube during conversation, some noise could occur for a very short time then come back to normal.
- Turn EzyTalk Volume button down to a level that does not give echo or feedback, but still cuts through to be heard clearly. Bluetooth kits are still susceptible to the same call dropouts as when using a mobile normally.
- Also, some people like to have their phone ring loudly, but this may cause distortion when transferred to the EzyTalk speaker. In your phone, set up a Profile with lower ringing volumes and keypad tones and automatically activate when using with EzyTalk. (see your phones user manual for instructions).

6. Why won’t the Car kit Auto answer the call?

Please make sure that you switch EZYTALK at AUTO ANSWERING mode.

- Under AUTO ANSWERING mode, the ring tone times will be different according to different mobile phones.

7. Does EZYTALK support all Bluetooth cell phones?

Because this car kit supports Headset profile and Handsfree profile, it is suitable for most of Bluetooth cell phones which supports the same profiles.

- Please make sure the cell phone supports Bluetooth Headset Profile or Handsfree Profile.
- Some cell phones only support Bluetooth data transmission function which cannot be used with our car kit. Check the compatibility list on our website.

8. What is the communication distance between car kit and cell phone?

- It is about 3 meters in car. However, the exact communication distance may vary according to the brands and models of cell phones.
- Different signal strength could also make the communication distance change.

9. Do I need to pair EZYTALK and cell phone every time I use them?

No. EZYTALK will search for the cell phone you used last time and automatically link to it. When you intend to change your cell phone, then it is necessary to pair again.

- When EZYTALK powers on, if you don’t turn on the cell phone or open the Bluetooth function, you can connect on the cell phone or open Bluetooth function for a link.

10. Can I Pair more than one phone to the EzyTalk?

The Ezy Talk can only store Pairing information for only one phone. But a previously Paired phone stores Pairing information itself so you can connect manually from its Bluetooth menu by selecting the Device and pressing Connect which will prompt you for the EzyTalk password.

11. Why can’t I use voice dialing?

Please check cell phone user guide carefully to see if it supports voice dialing function.

- Speak the voice tag clearly.
- Record voice commands in a quiet environment directly into the phone.

12. Why are there different ring tones between different cell phones?

Cell phone manufacturers have different designs of Bluetooth related software.

13. Is there an external antenna for the EzyTalk?

No there is not an external antenna for the EzyTalk.

14. Is it safe to use Bluetooth devices, I have heard they can allow unauthorized connections?

For Bluetooth security reasons, once you have set up your Bluetooth devices we recommend turning OFF the visibility option in the Bluetooth Menu of your phone so that other Bluetooth users cannot see the contents of your phone. (This only applies to a few mainly older Bluetooth enabled phones as most new phones have better security. This is not required for newer phones)

15. Can Bluetooth devices interfere with other devices?

Bluetooth technology employs a technique called frequency hopping to constantly change the frequency at which it sends data, reducing interference with wireless devices like wireless LAN's. Noise Interference can occur if the Bluetooth device is used in close proximity with microwave. Check if there are any such devices in the surroundings, and if so keep the distance between EzyTalk and such devices to at least 5 - 10m.

16. Additional Notes

1. Some phones such as the Panasonic X70 (needs version32), Siemens S55 or Nec e616v require the latest firmware to be loaded onto the phone to work correctly. Contact the phones manufacturer and take it to a service center to be upgraded.
2. If you are using a PDA phone such as an XDA11/XDA11s/Xphone or an I-mate ppc/PDA2K/Smartphone 2 please be sure to have the most recent firmware version loaded onto your phone. For o2 xda11 go to www.myxda.com . For I-mate go to www.clubimate.com . This can be done over Active Sync by the user and does not require a call to a service center.